

Electronic Visit Verification (EVV) Town Hall

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

August 19, 2020

Agenda

- ❖ Third Party Vendor Update
- ❖ Tellus Registration Process
- ❖ Training
- ❖ Updates and Open discussion

Identified third-party EVV vendors

Vendor	Initial	Contracting	Testing	Pilot	Production
<u>Alayacare</u>	X	No active clients			
<u>Ankota</u>	X	X			
Ally	X	X			
<u>Bluestep System</u>	X	X			
<u>CellTrak Technologies</u>	X	X			
ClearCare	X				
<u>Continulink</u>	X	X			

If you are working with a 3rd party EVV Vendor, please contact Tellus at integrations@4tellus.com for information about integration and next steps.

Identified third-party EVV vendors

Vendor	Initial	Contracting	Testing	Pilot	Production
<u>Mains'l</u>	X	X			
Maxim	X				
Netsmart	X	No current providers this phase			
<u>NovaTime</u>	X				
Oasis Technologies	X	X			
<u>Sandata</u>	X				
<u>Savii</u>	X	X			
<u>Therap</u>	X	X			

If you are working with a 3rd party EVV Vendor, please contact Tellus at integrations@4tellus.com for information about integration and next steps.

Third Party Vendor Dates

Date	Activity
8/31/2020	Provider Notice Deadline
10/1/2020	3 rd Party Vendor Completes Testing
11/1/2020	3 rd Party Vendor Completes Pilot and in Full Production

Any Agency that has not notified CHFS and Tellus by the deadline date will have to use the CHFS offered EVV solution until after go-live **and** their vendor has completed all integration requirements.

Billing Provider Registration Process


Step	Activity
1	Tellus opens registration with registration website address
2	Billing providers enters provider identification on registration website
3	Tellus system confirm provider ID versus CHFS provided information
4	With approval, email auto sent to provider with temp credentials

Billing Provider Registration Process

Provider Tax ID # *

Payer Provider ID # *

Zip # *

☐ I'm not a robot  reCAPTCHA
Privacy - Terms

1. Billing provider enters state assigned ID
2. Tellus system compares ID versus state feed

Billing Provider Registration Process

Provider Name	GeorgiesNDHHPProvider
Provider Short Name	Georgies
Active	<input checked="" type="checkbox"/>
Default Time Zone	
Address Line 1	1671 Woodbridge Lakes Circle
Address Line 2	
City	West Palm Beach
State	Nebraska
Zip #	33406
*Admin Email	Add Admin Email *

1. Billing provider enters Agency information
2. Tellus system auto sends email to Admin
3. Admin log into Tellus Admin Portal and change temp password

On-boarding other staff

Assigned Admin who completes registration becomes the administrator and will onboard other staff

- Traditional Agency will be given a template to upload their staff.
 - When staff are loaded the Tellus system auto sends email with instructions to log into Tellus Admin Portal or Mobile and change temp password
- PDS Agency Tellus and KY DMS are working on a process to bulk load the PDS employees. Additional agency staff will be entered by the PDS agency.
 - When staff are loaded the Tellus system auto sends email with instructions to log into Tellus Admin Portal or Mobile and change temp password

User Admin Role Email



You have been registered to use the Tellus EVV+ Provider Portal for provider PARKSIDE HEALTH AND REHABILITATION CENTE

Please follow these easy instructions to become a Provider Administrator:

1. Login to the Tellus EVV+ Provider portal using:
 - Username: mbojko
 - Temporary password: "use your existing password"
2. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact support@4tellus.com or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,
The Tellus Team

PDS Provider Email



You have been registered to use the Tellus EVV+Provider Portal for provider CHAD R SANBORN as required by the 21st Century Cures Act.

Please follow these easy instructions :

1. Download the Tellus EVV+IMobile App on your smartphone from [Google Play](#) or the [Apple App Store](#)
2. Login to the Tellus eVV+ app using:
 - Username: mbojko
 - Temporary password:
3. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact support@4tellus.com or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,
The Tellus Team

Training Content

Administrative Console	Video Length
- Getting Started	25 min
- Set up	25 min
- Scheduling	5 min
- Visit tracking	7 min
- Manual complete visit	7 min
- Reporting	7 min

Mobile	Video Length
- Getting Started	4 min
- Downloading the App	5 min
- Scheduling	9 min
- Completing visits	12 min
- Resetting Password	5 min

Claims	Video Length
- Getting Started	14 min
- Worklist	4 min
- Resolving Unmatched	18 min
- Remediating Rejected Claims	10 min
- Adjustments / Voids	12 min

Extra Topics	Video Length
- Rate Override	8 min
- Uploading Authorizations	10 min
- State or program specific	10 min

Training Delivery



Live Webinars Modules

- Mobile
- Admin Portal
- Claims
- Extra Topics

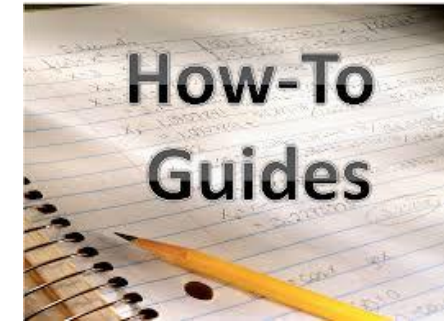
Registration website
Monthly reporting



Videos on-demand Modules

- Mobile
- Admin Portal
- Claims
- Extra Topics

Training website
Monthly reporting



User guides on-demand Modules

- Mobile
- Admin Portal
- Claims

Training website
No reporting available

Training Site Demo



Joe Schnur
Chief Customer Officer

Training Dates

Mobile Application	Administrative Portal	Claims
10/6/2020	10/7/2020	10/8/2020
10/13/2020	10/14/2020	10/15/2020
10/20/2020	10/21/2020	10/22/2020
10/27/2020	10/28/2020	10/29/2020
11/10/2020	11/4/2020	11/5/2020
11/17/2020	11/18/2020	11/12/2020
11/24/2020	11/25/2020	11/19/2020

These are the dates of Live Webinars. The webinars will also be recorded and available for viewing.

Updates and Open Discussion

❖ Next Town Hall Meeting

❖ Wednesday September 2, 2020

- Go Live Preparation

❖ Open Discussion

EVV Resources

DMS EVV Webpage:

<https://chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx>

Tellus Website:

<https://4tellus.com/>

Tellus Integrations Email:

Integrations@4tellus.com

21 Century Cures Act:

<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

DMS Questions:

1915cwaiverhelpdesk@ky.gov



Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)
Department of Medicaid Services (DMS)
Tellus

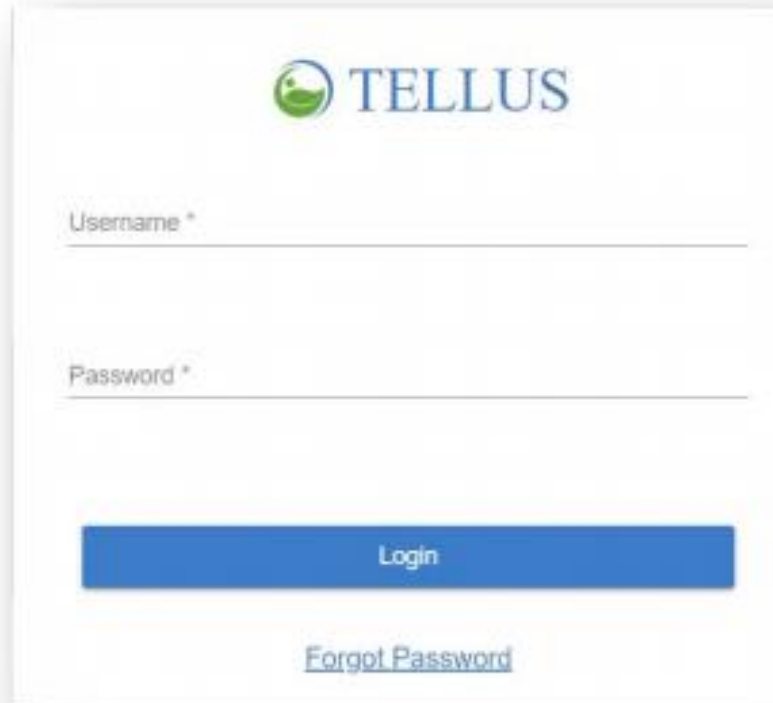
Getting Started

- ❖ Access the Tellus EVV Administrator Console at:
<https://4tellus.com>



Getting Started cont.

- ❖ Tellus Login dialog box opens
- ❖ Enter *your* Username and Password

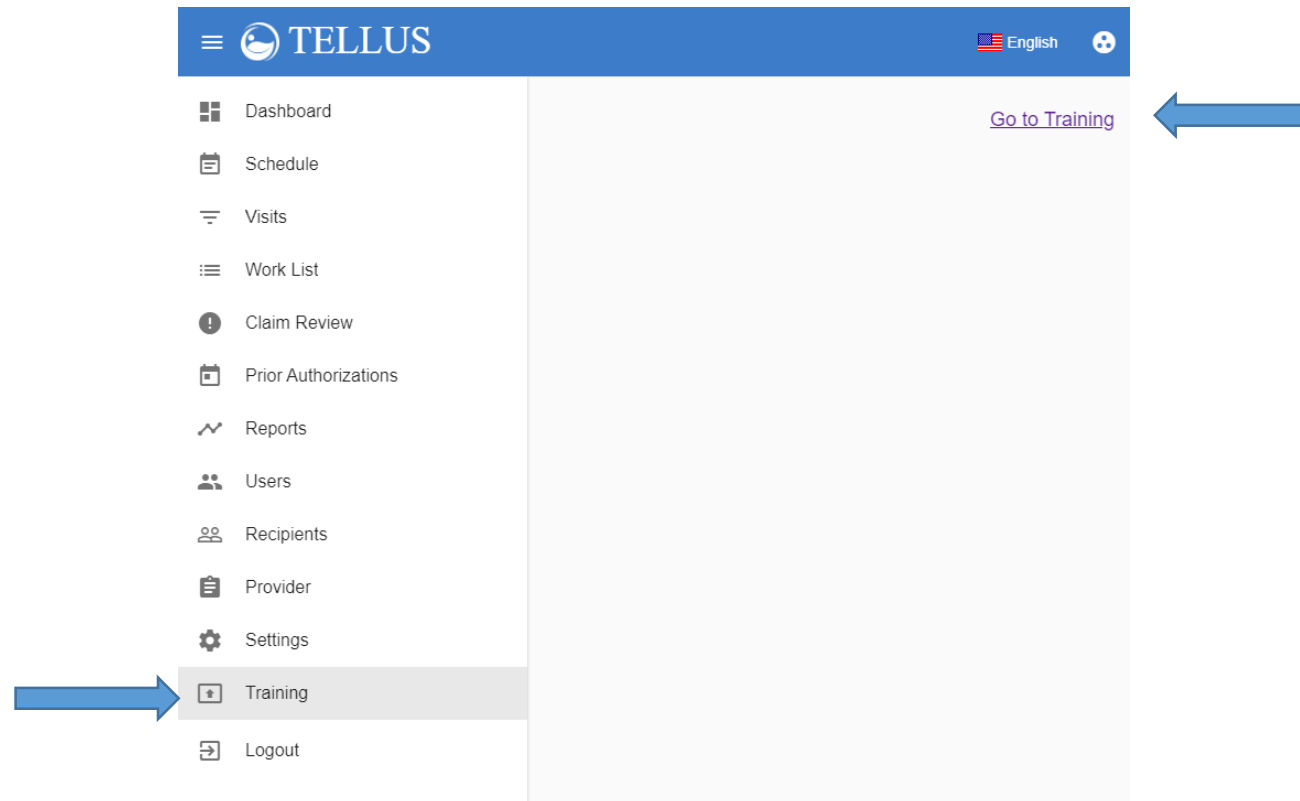


The image shows a login dialog box for the Tellus system. At the top center is the Tellus logo, which consists of a green circular icon with a white stylized 'T' and the word 'TELLUS' in blue capital letters. Below the logo are two input fields. The first field is labeled 'Username *' and the second is labeled 'Password *'. Both fields have a light gray border and a small 'x' icon on the right side. Below the password field is a blue rectangular button with the word 'Login' in white text. At the bottom center of the dialog box is a blue underlined link that says 'Forgot Password'.

Getting Started Cont.

❖ Dashboard Appears

- ❖ *Select Training*
- ❖ *Go To Training appears at top of page to take you to training page*



Getting Started Cont.

❖ Arrive at the Tellus Training & Support Screen



USER GUIDE



VIDEO TUTORIALS



FAQs



RECORDED WEBINARS
Coming Soon



TRAINING CALENDAR



SUPPORT DESK

Live Webinar Training

- ❖ Select training calendar to register for a Live Webinar
- ❖ Select the training session topic you wish to register for
 - Getting Started With Your Administrator Console
 - Getting Started With Your Claims Console
 - Start to Finish with the Mobile App
 - Starting & Completing EVV Visits (ENGLISH)
 - Direct Service Workers (DSW)
- ❖ Select the training session topic you wish to register for
 - Select preferred date and time from drop down
 - Complete all required fields
 - Select Register

Live Webinar Training Cont.



Getting Started With Your Administrator Console

Tellus EVV Administrator Console

Who: Administrators using the Tellus EVV Administrator Console and those who do scheduling

What: Learn how to import your data, schedule your caregivers and everything in between

[Click Here to Register >](#)



Getting Started With Your Claims Console

Tellus EVV Claims Console

Who: Administrators using the Tellus EVV Administrator Console and those who do billing.

What: Learn how to review, modify and submit claims for reimbursement.

[Click Here to Register >](#)

[View Recorded Training Session >](#)

Live Webinar Training Cont.

- ❖ Select desired session
- ❖ Complete required fields



Tellus eV Administrator Console and Scheduler

This webinar is offered several times. Select the date and time that works best for you.

Thu, Aug 6, 2020 10:00 AM - 12:00 PM EDT

Thu, Aug 6, 2020 10:00 AM - 12:00 PM EDT

Wed, Aug 12, 2020 10:00 AM - 12:00 PM EDT

Mon, Aug 17, 2020 10:00 AM - 12:00 PM EDT

Tue, Aug 25, 2020 10:00 AM - 12:00 PM EDT

This session is targeted to System Administrators that will be using the Tellus Administrator Console and Scheduler.

Participants will learn how to access and Log In to the Administrator Console and Scheduler, navigate the dashboard, create a schedule, view real-time visit data, add users, message users, add recipients, and how to Log Out of the Mobile Application.

*Required field

First Name*

Last Name*

Video Tutorial



MOBILE APPLICATION

LESSON	DESCRIPTION	TUTORIAL
Getting Started - Mobile Console	Demonstrates a checklist to get users started with Tellus EVV Mobile app	Click here to Watch Video 3m 45 seconds
Downloading the App	Demonstrates how to download the Tellus EVV Mobile app on a smartphone or tablet.	Click here to Watch Video 4m 42 seconds
Resetting a Password	Demonstrates how to reset the password when forgotten in Tellus EVV Mobile app	Coming soon...
Scheduling a Visit	Demonstrates how to schedule visits in Tellus EVV Mobile app	Click here to Watch Video 9m 30 seconds

User Guides

- ❖ User Guides are available for download or printing to supplement training and provide a quick reference



This User Guide provides step-by-step instructions on how to set up and use Tellus EVV. Remember, we're always here to help. So, if you still have questions after reviewing this material, just give us a call or email support@4tellus.com.



ADMIN CONSOLE



CLAIMS CONSOLE



MOBILE APPLICATION